October 24, 2019- 9:00 A.M.
13805 58th St. N., Clearwater, FL
Conference Dial: 1-844-815-8411
Conference Code: 268-750#

One-Stop Committee
Agenda

I. **Welcome and Introductions** ..... John Howell, Chair

II. **Action/Discussion Items**
1. Approval of Minutes – August 22, 2019 Meeting ..... Page 2

III. **Information Items**
1. 2018-2019 One Stop Goals Update ..... Michelle Moeller, Page 9
2. Youth Programs Update ..... Don Shepherd, Page 17
3. Reports ..... Michelle Moeller
   a. Status of Enrollments ..... Page 19
   b. Monthly Management Report (MMR) ..... Page 20
   c. WIOA Primary Indicators ..... Page 25
   d. Center Traffic Flow ..... Page 27
   e. Website Traffic Flow ..... Page 28
4. Internal Program Monitoring ..... Page 29
5. One-Stop Operator Update ..... Page 30
6. Work Number Renewal ..... Page 31

IV. **Public Comments**

V. **Members Comments**

VI. **Adjournment**

Next One-Stop Committee Meeting – February 27, 2020

Action Item 1

Approval of Minutes

In accordance with Article VII, Section 1(H), of the approved WorkNet Pinellas By-Laws: Minutes shall be kept of all Board and Committee meetings. Minutes shall be reviewed and approved at the next CareerSource Pinellas Board or Committee meeting as appropriate.

The official minutes of meetings of the Board and Committees of the Board are public record and shall be open to inspection by the public. They shall be kept on file by the Board Secretary at the administrative office of CareerSource Pinellas as the record of the official actions of the Board of Directors.

The draft minutes from the August 22, 2019 One-Stop Committee meeting have been prepared and are enclosed.

RECOMMENDATION
Approval of the draft minutes, to include any amendments necessary.

CareerSource Pinellas
One Stop Committee Minutes

Date: August 22, 2019 at 9:00 a.m.
Location: EpiCenter – 13805 58th Street N., Clearwater

Call to Order
Chair John Howell called the meeting to order at 9:00am. There was a quorum with the following members participating.

Members in Attendance
Vivian Amadeo (phone), Jody Armstrong, John Howell, Mark Hunt, Jason Krupp, Carolyn King (phone), Tiffany Nozicka (phone), Dr. Rebecca Sarlo (phone).

Members Not in Attendance
Samuel Kolapo, Debbie Passerini.

Staff
Jennifer Brackney, Don Shepherd, Michelle Moeller, April Torregiante, Luna Clarke, Steven Blakey.

Guest
Dan McGrew- Kaiser Group

Action Item 1 – Approval of Minutes
The minutes of May 23, 2019 One Stop Committee meeting were presented for approval.

Motion: Mark Hunt
Second: Jody Armstrong

The minutes were approved as presented. The motion carried unanimously.

Action Item 2 –Vendor Recommendation: Youth Workforce Services RFP
CareerSource Pinellas originally moved into this location in 2008. This location quickly became the busiest center, seeing 45% of all traffic. The South County location is a full service career center offering all services that include but are not limited to: Job Seeker Services, Veteran Services, WIOA, Youth Services, WTP and SNAP. Additionally, the space is shared with three in-house partners: Job Corps, Non-Custodial Parent Employment Program and AARP (Senior Community Service Employment Programs). The details of the lease renewal with Pinellas County Schools are listed below:

- Center address: 3420 8th Avenue South, St. Petersburg, Fl. 33711.
- The new lease continues to cover the same total square footage of 11,025.
- Total cost is remaining the same at $11.25 per square foot, $10,335.93 per month, $124,031.25 per year.
- Duration of the lease: May 13, 2019 – May 12, 2023.

Mark Hunt abstained from the discussion and recused himself from voting on this item.

Motion: Jody Armstrong
Second: Rebecca Sarlo

The One-Stop Committee recommends approval to renew the lease with Pinellas County Schools as stated above, maintaining current square footage, for a 1-year lease; with an option to renew for 3 additional years. The motion carried unanimously.

Other Administrative Matters
None

Information Item 1 - Career Resource Center Update
During PY' 2018-2019 CareerSource Pinellas offered two full service and two satellite centers.

Full Service Centers	Address	Services Offered
South County	3420 8th Ave S St. Petersburg, Fl. 33711	General Job Seeker, Veterans Services, WIOA, WTP, SNAP, Youth Services

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Gulf to Bay	2312 Gulf to Bay Blvd. Clearwater, Fl. 33765	General Job Seeker, Veterans Services, WIOA, WTP, SNAP, Youth Services
Satellite Centers	**Address**	**Services Offered**
Science Center	7701 22nd Ave North St. Petersburg, Fl. 33710	General Job Seeker, Veterans Services, WIOA, SNAP, Sector IT Training, Youth Services
Tarpon Springs	682 E. Klosterman Road Tarpon Springs, Fl. 34689	General Job Seeker and Veterans Services

As part of the strategic planning, CSPIN conducted a study of current Career Resource Center locations, worked with staff and partners to identify gaps, reviewed leases and outlined several service options. As we move into PY' 2019-2020, CSPIN will continue to offer two full service centers at both South County and Gulf to Bay. Additionally, CSPIN has been in discussion with Saint Petersburg College (SPC) and Pinellas Technical College (PTC) to determine the optimal service strategy for Clearview Adult Education Center and the Tarpon Spring and Epi-Workforce Institute campuses.

- A draft lease has been negotiated with SPC Tarpon Spring campus that maximizes the partnership and integration of career services. The new lease offers 130sq. ft. and shared use of a 3,895 sq ft open area for a total annual cost of $3,115.13.
- A lease has been negotiated with Pinellas Technical College Clearview Adult Education Center to emphasis services to youth. The new lease offers three classrooms for Construction, GED and a satellite Career Resource Center at no cost.

CSPIN is exploring a unique concept of "Point of Service" satellite services to take workforce services to the community. By utilizing community organizations' existing computer labs, rather than buying more computers, POS satellites reduce overhead cost, avoid duplication, and provide more access points for customers in Pinellas County.

Information Item 2—STEM Career Outreach

For the past several years, CareerSource Pinellas (CSPIN) has partnered with the Pinellas Education Foundation (PEF) and Pinellas County Schools (PCS) to support STEM (Science, Technology, Engineering and Math) career exploration. This outreach effort supports opportunities to develop creative and innovative projects in the STEM fields. For the PY'19, up to $10,000 has been allocated to provide outreach and support for STEM careers and education for K-12 students. The evaluation and selection process is a joint effort with CSPIN and PEF. The student and teacher presentations are the highlight of the One-Stop Committee meeting in May.

Information 3- One-Stop Goals Update: 2018-2019: Period covering October – June 2019 YTD Services

Specialized Service Highlights: CareerSource Pinellas was awarded two new Grants recapped below in February/March 2019 by CareerSource Florida: **CSF 2019 Apprenticeship Expansion grant: $100,000**
This grant will target expanding apprenticeship opportunities in the Tampa Bay region targeting Pinellas County. The grant will fund the development of a centralized Apprenticeship Portal to increase awareness and knowledge of local apprenticeship programs. The grant will also expand apprenticeship by funding 82 enrollments into an apprenticeship, providing supported services and/or assisting with On-the-Job Training for an employer sponsor. Grant ends August 31, 2020.

CSF Soft Skills Development 2019 – Partners for Career Pathways: $100,000
This grant will target provision of solutions to Soft Skills development and then moving job seeker through short term pre-vocational training within manufacturing, hospitality and retail/customer service industries. Upon completion, participants will be moved to employment within their field. Strong local partners; Goodwill Suncoast and PERC will broaden use of their customized soft skill programs and in-house certification programs within manufacturing (PERC) and hospitality and retail/customers (Goodwill). Each provider will target to serve 100 Pinellas customers for a target of 200 Pinellas job seekers to be served.

PY 18-19: Employability Workshop Attendance					
# Attendees	**QTR 1**	**QTR 2**	**QTR 3**	**QTR 4**	**YTD**
	1,953	1,923	1,975	2,073	7,924

	CSPIN Employability Skills Workshop Details by Center			
Center	Q4		YTD 18-19	
	# Attendees	% by Location	# Attendees	% by Location
Gulf to Bay	815	37.6%	2,973	37.6%
South County	592	32.1%	2,545	32.1%
Tarpon Springs	189	6.8%	538	6.8%
Tyrone	477	23.0%	1,857	23.4%
LWDB Totals	2,073	100%	7,913	100%

	PY 18-19 Employ Florida (EF) Summary Overview:				
Categories:	Q1	Q2	Q3	Q4	YTD
# Served	11,061	4,818	4,167	3,881	23,927
# of Services	49,700	43,449	36,654	34,171	163,974
# Referrals	7,135	6,045	4,703	4,987	22,870
# External Referral	3,831	3,245	3,361	3,060	13,497

PY 18-19 Occupational Skills Training Reporting Period: Quarter 4 thru Jun 30, 2019 YTD			
	# New Enrollments	YTD Served	Completers
AD/DW	509	1,313	467
Youth	71	245	78
LWDB Totals	580	1,558	545

PY 18-19 Work-Based Training Reporting Period: Quarter 4 thru June 30, 2019 YTD			
	# New Enrollments	YTD Served	Completers
OJT	39	61	51
PWE	7	23	14
LWDB Totals	44	82	63

CSPIN Apprenticeship Enrollments:			
Categories:	Thru Q4 PY 18-19	YTD PY 18-19	YTD PY 17-18
	# Served	# Total Served	# Total Served
JATC	75	75	82
RACCA	42	42	48
Central Florida Heat and Frost	4	4	4
International Union of Engineers	10	10	10
Ironworkers	5	5	5
Plumbers and Pipefitters	47	47	49
LWDB Totals	183	183	198

Daily Governor's Placement Reporting: Q4, thru June 30, 2019

CareerSource Pinellas				
PY 18/19	**Placements**	**Composite Score**	**Ranking**	**Statewide Placements**
July	799	166.01%	8	10,973
August	938	161.75%	8	12,656
September	955	162.37%	6	12,922
October	1,020	155.32%	6	14,407
November	765	143.56%	8	11,914
December	658	148.21%	8	11,230
January	711	137.22%	6	12,219
February	703	165.17%	6	9,840
March	654	144.95%	6	10,266
April	610	139.04%	8	10,234
May	660	139.25%	9	11,061
June	455	121.38%	6	8,606
Totals	8,473	151.17%	7.1	127,722

Customer Satisfaction Survey Results						
Category:	**Q4 April - June**		**YTD PY 18-19**		**PY 17-18**	
	Total	Rating	Total	Rating	Total	Rating
Resource Room	736	98.70%	1,327	98.57%	151	92.55%
Employability Skills Workshops	1,717	96.22%	4,961	96.30%	2,452	99.81%
LWDB Totals	2,453	96.96%	6,288	96.78%	2,603	99.41%

Information Item 4: CSPIN Youth Update- WIOA

WIOA Youth Program Update						
Reporting Period: PY 2017-2018				**Reporting Period: PY 2018-2019**		
Performance Category	**PY 17-18**			**PY 18-19**		
	Planned	**Actual**	**% of Goal**	**Planned**	**Actual**	**% of Goal**
# Served	*600*	*696*	*116.0%*	*600*	*558*	*93.0%*
Credentials	*300*	*256*	*85.3%*	*300*	*158*	*52.7%*
Placements	*250*	*291*	*116.4%*	*250*	*276*	*110.4%*
Employment		*274*			*263*	
Military		*2*			*1*	
Post-Secondary		*15*			*12*	

CareerSource was awarded another 2018 **YouthBuild grant** thru the DOL for $1.1 million in February 2019. The grant award supports a new 3-year period with years 1 and 2 with active training. Currently the new grant award is full outreach and recruitment having completed the initial 4-month planning period in May 2019. Staff has been going through training and program planning. Staff is also in process of moving to the new school location at the Clearview Adult Education center. A modification request has been completed to the Department of Labor in three areas to update program needs since the proposal submission:

- School location change from the Science Center to the Clearview Adult Education center located in St Petersburg in the Lealman area.
- Addition of a new worksite partner, Habitat for Humanity of Pinellas due to some changes with the current worksite partners. The addition of Habitat will ensure solid inventory of available construction site training.
- Budget changes

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Program is targeted to start Mental Toughness or YB boot camp in August 2019. The grant will target serving 35 students during year 1 (2019-2020) and another 35 youth in year 2 (2020-2021). Year 3 will follow up services. We are very thankful to the Pinellas County Schools and Clearview Adult Education Center under the supervision of Brenda Vlach, school administrator opening their center as the new YouthBuild school location. CareerSource was awarded another **YouthBuild grant** thru the DOL for $1.1 million in February 2019. The grant award supports a new 3-year period with years 1 and 2 with active training. Currently the new grant award is in the initial 4-month planning period which will run from February thru May 2019. Due to the closure of the Science Center location, the Youthbuild program will now be housed in the Clearview Adult Education Center, in partnership with Pinellas County Schools.

Information Item 5: All Reports through June 30, 2019

A. Status of Enrollments – Snapshot report – Number of caseloads as of 06/30/2019

WIOA Adults: 572	WT Applicant : 475
Dislocated worker: 345	WT Mandatory : 224
WIOA Youth: 215	WT Transitional : 200
Total: 1,132	Total: 899

Additionally, a dashboard was provided to the committee to provide an overview of active caseload through June 30, 2019. This dashboard provided updates on numbers of employers served, job-seekers served, WIOA youth, adult and dislocated workers.

B. Monthly Management Report (06/30/2019)

- Welfare Entered Employment Rate: 40.2% ; ranked 5th in the state
- Welfare Entered Employment Wage Rate: 79.8% ; ranked 2nd in the state
- Welfare All Family Participation Rate: 47.9%, ranked 5th in the state
- Welfare Two-Parent Family Participation Rate: 55.7%, ranked 5th in the state
- SNAP Employment Rate: 13.1% ; ranked 2nd in the state
- WIOA Adult Entered Employment Rate: 100%, ranked 1st in the state
- WIOA Adult Wage Rate: 137.4% of goal, ranked 6th in the state
- WIOA Dislocated Worker Wage Rate: 138.3% of goal, ranked 10th in the state
- WIOA In-School Youth Outcome Rate: 100%, ranked 1st in the state
- WIOA Out-Of-School Youth Outcome Rate: 99.4%, ranked 9th in the state
- WIOA Younger Youth (14-18 years old) Positive Outcome Rate: 100%, ranked 1st in the state
- Wagner Peyser (WP) Entered Employment Rate: 39.5%, ranked 12th in the state
- WP Entered Employment Rate (those already employed at time of first service): 41.4%, ranked 6th in the state
- Short Term Veterans Entered Employment Rate: 38.1% ranked 14th in the state
- WP Job Placement Wage Rate: 91.2% of goal, ranked 8th in the state

C. Florida Workforce Measures

WIOA Primary Performance Indicators have just been released by the Department of Economic Opportunity (DEO) for all Local Workforce Development Areas (LWDAs) for PY2018-2019 thru Quarter 4 or thru June 30th, 2019 under WIOA Reporting standards. CareerSource Pinellas is exceeding 12 indicators (over 100% of goal) and meeting two indicators (over 90%) as published by the DEO thru Quarter 4 PY2018-2019. There are a total of 14 Primary Performance indicators with Measurable Skills gains not reported to date. For Program Year 2018-2019, DEO and all Local Workforce Boards have completed negotiations Goals for the next two program years, PY2018-2019 and PY2019-2020 are also included below.

D. Center Traffic

Current program year total traffic by location (PY July 1, 2018 – June 30, 2019) thru Quarter 4 June 2019:
Gulf to Bay – 25,179; St. Petersburg – 34,605; Tarpon Springs – 2,545 ; Tyrone – 14,583 ; **YTD** – 76,912

Highlights:

- ❖ Traffic in Quarter 4 PY18-19 dropped 21.33% in comparison to Quarter 4 for PY2017-2018. Quarter 4 saw a 5.2% decrease over the previous quarter, Quarter 3, January to March 2019, but is the normal trend for year end. Unemployment remains at an all-time low at 3.3/3.4%.
- ❖ During Quarter 4, the South County center continues to be the most visited center across Pinellas with 45.2% of overall visitor traffic. Gulf to Bay center is second at 35.6% and the Tyrone center was 3rd at 15.2% of CSPIN traffic.

E. Website Traffic and Social Media : PY 18-19, through 06/30/2019

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Website Traffic Timeframe	# of People Visited Site	# of Visits	Page views	Returning Visitors	New Visitors
07/01/18 – 06/30/19	40,643	65,369	296,958	26.1%	73.9%

Social Media Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/18 – 06/30/19	93	338	237	6,129	2,209,900

Information Item 6: Internal Program Monitoring
As a recipient of federal awards, this Organization is responsible for administering the awards in accordance with applicable laws, regulations, provisions and policies. Programmatic, administrative and fiscal monitoring is conducted to ensure the Organization is fulfilling those requirements. A listing of programs subject to internal monitoring was provided.

Information Item 7: One Stop Operator Update
Below is a summary of work completed under the One Stop Operator Contract during the 2018-2019 Program Year:

1. Maintain Linkages
    a. Career Center Partner Member List created and updated throughout the year
    b. CTS Partner Portal showcased and development initiated for implementation in 2019-2020
2. Coordinate Quarterly Meetings
    a. Partner meetings scheduled and hosted on following dates:
        i. February 21, 2019 – 6 attendees, 1 partner
        ii. May 23, 2019 – 14 attendees, 7 partners
3. Memoranda of Understanding
    a. Per TEGL 16-16 requirements:
        i. CSPIN Mandatory Partner List created and gaps identified.
        ii. Sample MOU and Infrastructure Sharing Agreements created for use by CSPIN
        iii. Mandatory Partner Checklist created for use by CSPIN
4. Universal Design/Barriers to Employment
    a. Conducted center visits at St. Petersburg, Tyrone, Gulf to Bay, and Tarpon career centers to assess universal design and addressing of employment barriers and summary provided
    b. Participated in service delivery workgroup to discuss options for unified customer intake models
5. Strategic Plan
    a. Participated in service delivery workgroup to discuss options for unified customer intake models
6. Customer Satisfaction Initiatives
    a. Provided monthly analysis of CSPIN customer service and employability skills training surveys
    b. Extreme Customer Service online training provided and completed by 80 staff in December
    c. Concierge Customer Service training provided to 13 CSPIN managers in January
    d. Concierge Customer Service training toolkit created and provided for CSPIN to train front-line staff
7. Internal Monitoring
    a. File monitoring completed in December 2018 with total of 175 files were reviewed using DEO monitoring tools and report provided to CSPIN
    b. Procedure review completed in June 2018 with total of 83 procedures and desk guides reviewed and report provided to CSPIN.

Information Item 8: MOU/IFA Renewals: CareerSource Pinellas and WIOA Mandatory Partners
The Workforce Innovation and Opportunity Act of 2014 relies heavily on the One-Stop delivery system to coordinate resources and to prevent duplication and ensure effective and efficient delivery of workforce services in Pinellas County. This Memorandum of Understanding (MOU) establishes joint processes and procedures that enable Partner integration into the One-Stop Delivery System resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with disabilities in Pinellas County. The Infrastructure Funding Agreement (IFA) establishes a financial plan, including terms and conditions, to fund the services and operating costs of the One-Stop customer delivery system. Both parties to this IFA agree that joint funding is a necessary foundation for an integrated service delivery system. CareerSource Pinellas staff will be outreaching to partners to coordinate the renewal of the MOU/IFA agreements.

Public Comments – There were none.

Members Comments – There were none.

Adjournment
The meeting was adjourned at 9:33 a.m.

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Information Item 1

2019 – 2020 One Stop Goals Update

Period covering July – September 2019 YTD Services (Quarter 1)

Goal 1: Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.
- Promote CareerSource Specialized Programs and Services to all job seekers.

CSPIN Center Traffic:

Note: Please see the full CSPIN Traffic report provided within your packet

The Workforce Innovation and Opportunity Act: WIOA

Upon reopening for new enrollments, there has been a high demand for WIOA services. The new fiscal year started with info sessions at both the South County and Gulf to Bay locations, twice per week at each center. The Info Sessions have a weekly average of 42 attendees and many are being scheduled for case manager appointments immediately following.

In the first quarter, 150 new WIOA customers were deemed eligible, completed career planning and were enrolled into approved trainings.

Youth (ages 18-24, not currently enrolled in training) continues to be a primary focus for all CareerSource Pinellas and Pinellas Education Foundation staff members. CSPIN and PEF are looking to enroll an additional 100 to 200 Youth customers this fiscal year.

Efforts to notify the community of this available Youth service:

- Meeting with CS Pin approved training providers
  - Visited and met with 9 training providers to include Galen, SPC, UMA, NAA, Florida Tech College and NAA
  - Attend on going monthly intakes with UMA

- Attending multiple community events, resource & career fairs
  - Attended 12 events just in September and October including PTC open house, Community Service fair with Pinellas County Sheriff's office, SPC Midtown's Fall Job fair and Job Corp Passport event

- Visiting and speaking at other organization's for referrals
  - Met with or spoke at 6 other organizations to include Department of Corrections, Directions and Gulf Coast Jewish Family Services
  - Visited or spoke to all Pinellas County ABE teachers

- Future Plans to increase awareness and enrollments

- Partner with SPC to have a Youth Education fair in Nov or first week of December.
- Research advertising with iHeartRadio, Nextdoor app and social media options
- Continue to meet with our training provider's admissions and finical aide offices
- Attend Galen's quarterly open house starting Oct 25, 2019.

Objective 2: **Maximize the use of technology and online services to meet job seeker needs.**

Strategy

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida Marketplace (EFM) and data sharing.
- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

PY 19-20: Employability Workshop Attendance					
# Attendees	**QTR 1**	**QTR 2**	**QTR 3**	**QTR 4**	**YTD**
	2,232				2,232
PY 18-19: Employability Workshop Attendance					
# Attendees	**QTR 1**	**QTR 2**	**QTR 3**	**QTR 4**	**YTD**
	1,953	1,923	1,975	2,073	7,924

	CSPIN Employability Skills Workshop Details by Center					
Center	**Q1**		**YTD 19-20**		**PY 18-19**	
	# Attendees	% by Location	# Attendees	% by Location	# Attendees	% by Location
Gulf to Bay	943	42.2%	943	42.2%	2,973	37.6%
South County	594	26.6%	594	26.6%	2,545	32.1%
Tarpon Springs	108	4.8%	108	4.8%	538	6.8%
Tyrone	587	26.3%	587	26.3%	1,857	23.4%
LWDB Totals	2,232	100%	2,119	100%	7,913	100%

- ❖ An average of 8.7 job seekers attended a CSPIN workshop per class.
- ❖ Top visited workshops are Computers Skills, Resumes that Work, and Employability in 90 Minutes.

Online Job Seeker Services:

Online Job Seeker Services: Assessments, Job and Career Readiness, GED/ESOL Preparation and Computer Skills Training.						
Categories:	**Q1**	**Q2**	**Q3**	**Q4**	**YTD PY19-20**	**PY 18-19**
	# Utilized	# Utilized	# Utilized	# Utilized	YTD Utilized	YTD Utilized
Workplace Skills 21st	23				23	605
Future Plans	152				152	602
eCourses	TBA				TBA	1508

Penn Foster	5				5	37
Computer Training	121				121	1,489
LWDB Totals	301				301	4241

- Workplace Skills for the 21st Century – online work readiness, soft skills training and a variety of educational or prep courses to assist the job seeker in their job search and re-employment.
- Future Plans – online assessment and career planning application thru partnership with the Pinellas Education foundation.
- Atlas E-Courses – internally developed online courses for work readiness, soft skills and job seeking training to assist the job seeker in their job search and re-employment.
- Penn Foster – nationally-recognized online application for self-paced education to obtain a high school diploma.
- CSPIN Computer Training – center computer classes to assist job seeker access online services to include job seeking and resume development. Classes are offered in English and Spanish.

	PY 19-20 Employ Florida (EF) Summary Overview:				
Categories:	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
# Served	6,472				6,472
# of Services	33,966				33,966
# Referrals	3,638				3,638
# External Referral	3,210				3,210

	PY 18-19 Employ Florida (EF) Summary Overview:				
Categories:	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
# Served	11,061	4,818	4,167	3,881	23,927
# of Services	49,700	43,449	36,654	34,171	163,974
# Referrals	7,135	6,045	4,703	4,987	22,870
# External Referral	3,831	3,245	3,361	3,060	13,497

❖ A total of 1,723 were new registrants or customers within the EF system in Quarter 1 of PY2019-2020.

❖ A total of 489 Veterans were served during Quarter 1 of PY2019-2020.

Local services – Highlight:

- LWDB 14 continues to review USDOL TEGL and Guidance updates on available online resources and services. Staff is currently evaluating new applications and services to continue to build a diverse range of job seeker resources available thru our local career center or online.

Goal 2: Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

Strategy

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career ladder opportunities in the following industries:
  - Healthcare
  - Manufacturing
  - Information Technology
  - Financial & Professional Services
- Educate staff and community on the use of ETPL approved training providers and targeted occupations or training programs under WIOA.

- Conduct effective outreach strategies through a variety of media.

Occupational Skills Training:

PY 19-20 Occupational Skills Training				
Reporting Period: Quarter 1 thru Sep 30, 2019 YTD				
	YTD # New Enrollments	# Enrolled in Training	Completers	YTD Served
AD/DW	118	312	35	361
Youth	32	72	8	83
LWDB Totals	150	384	43	444

PY 18-19 Occupational Skills Training				
	YTD # New Enrollments	# Enrolled in Training	Completers	YTD Served
AD/DW	672	245	629	1,313
Youth	72	59	78	245
LWDB Totals	744	304	707	1,558

Work-Based Training:

PY 19-20 Work-Based Training			
Reporting Period: Quarter 1 thru September 30, 2019 YTD			
	# New Enrollments	Completers	YTD Served
OJT	0	1	4
PWE	0	0	0
LWDB Totals	0	1	4

PY 18-19 Work-Based Training			
	# New Enrollments	Completers	YTD Served
OJT	39	51	61
PWE	7	14	23
LWDB Totals	46	65	84

CSPIN Approved Training Providers:

- There are currently 33 Training Providers that are approved by the local Workforce Solutions committee and available for customer selection of a Targeted Occupation or high demand occupation.
- CSPIN approved list may be viewed online at: https://careersourcepinellas.com/wp-content/uploads/2019/06/ATPL-19-20-CSPIN.pdf

Objective 2: **Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.**

Strategy

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.
- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Registered Apprenticeships:

CSPIN Apprenticeship Enrollments:			
Categories:	**Thru Q1 PY 19-20**	**YTD PY 19-20**	**YTD PY 18-19**
	# Served	# Total Served	# Total Served
JATC	63	63	75
RACCA	35	35	42
Central Florida Heat and Frost	4	4	4
International Union of Engineers	10	10	10
Ironworkers	5	5	5
Plumbers and Pipefitters	42	42	47
LWDB Totals	159	159	183

Objective 3: **Increase enrollments in short-term Pre-Vocational Training programs.**

Strategy

- Sustain and expand pre-vocational training programs in targeted occupations.
- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Certification Training:

Career Ready Enrollments				
Reporting Period: Grant to Date thru Sept 30, 2019				
Programs:	WIOA	Other	PY19-20 Totals	PY18-19 Totals
Sector IT	112	0	112	10

CareerReady programs are short certification programs with employability skills training leading to an industry certification and transition into Information technology employment.

Under a CareerSource Florida grant award and in partnership with St. Petersburg College, short track IT CareerReady certification programs continue to be available. These training programs run 4 to 8 weeks. These offer certification to date under the following:

- SQL
- JAVA
- CCNA
- Python
- Linux
- iOS

More and more employers are finding that employees need additional essential or soft skills training. The applicants are lacking in communication, attention to detail, interpersonal skills and critical thinking as a few examples. Although technology and automation will continue to replace jobs, these skills cannot be automated or replaced by technology. Employers are also finding a skills gap in the Manufacturing and Customer Service occupations. There is a lack of skilled talent in the current hiring pool.
Under a CareerSource Florida grant CareerSource Pinellas has partnered with Goodwill Industries - Suncoast, (GW) and People Empowering & Restoring Communities (PERC) to assist in filling these employer needs.

PERC and GW are offering essential skills training in a 4-week format, highlighting several of the needed essential skills.
In combination with those much needed skills, GW offers a nationally recognized Customer Service and Sales certification from the National Retail Federation. Similarly, PERC is offering a much needed manufacturing certification with training provided by The People of Manufacturing (TPO).

Reporting Period: Grant to Date thru Sept 30, 2019	
Training Enrollments	PY 19-20 Totals
STARS Essential Skills	14
Job Connection Essential Skills	N/A
Manufacturing	14
Customer Service	N/A

PY 19-20 Pre-Vocational Training - thru WTP and SNAP		
Reporting Period: Quarter 1 thru September 30, 2019		
Programs:	WTP/SNAP Certified	PY19-20 Served
MOS Certification	14	16
Hospitality Certification	29	34
Florida Ready to Work	154	154
LWDB Totals	197	204

PY 18-19 Pre-Vocational Training - thru WTP and SNAP		
Programs:	WTP/SNAP Certified	PY18-19 Served
MOS Certification	31	165
Hospitality Certification	28	306
Florida Ready to Work	303	558
LWDB Totals	362	1,029

Goal 3: Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

Strategy

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

Daily Governor's Placement Reporting: Q1, thru September 30, 2019

CareerSource Pinellas				
PY 19/20	**Placements**	**Composite Score**	**Ranking**	**Statewide Placements**
July	371	104.17%	11	8,426
August	341	117.58%	12	6,985
September	385	120.49%	11	7,974
October				
November				
December				
January				
February				
March				
April				
May				
June				
Totals	1,097	114.08%	11.3	23,385

	CareerSource Pinellas			
PY 18/19	**Placements**	**Composite Score**	**Ranking**	**Statewide Placements**
July	799	166.01%	8	10,973
August	938	161.75%	8	12,656
September	955	162.37%	6	12,922
October	1,020	155.32%	6	14,407
November	765	143.56%	8	11,914
December	658	148.21%	8	11,230
January	711	137.22%	6	12,219
February	703	165.17%	6	9,840
March	654	144.95%	6	10,266
April	610	139.04%	8	10,234
May	660	139.25%	9	11,061
June	455	121.38%	6	8,606
Totals	8,473	151.17%	7.1	127,722

Through September 2019, the DEO reporting shows Pinellas with a total of 1,097 placements reported and an average ranking of 11 YTD for program year 2019-2020.

WIOA Primary Indicators Reporting:

Please see the WIOA primary indicators report provided within your packet.

DEO's Monthly Management Reporting:

Please see the MMR report provided within your packet where current updates are available for your review.

Programmatic Monitoring:

Please see the monitoring report provided with updates for the quarter.

Objective 2: **Evaluate the effectiveness of programs/services.**

Strategy

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.
- **Job Seeker Customer Satisfaction Survey Initiatives:**

Customer Satisfaction Survey Results						
Category:	**Q1 Jul – Sept.**		**YTD PY 19-20**		**PY 18-19**	
	Total	Rating	Total	Rating	Total	Rating
Resource Room	979	99.59%	979	99.59%	1,327	98.57%
Employability Skills Workshops	1,784	95.41%	1,784	95.41%	4,961	96.30%
LWDB Totals	2,763	96.89%	2,763	96.89%	6,288	96.78%

Highlights:

- *99.49% - CSPIN job seekers were overall satisfied with the Staff that served them for 979 surveyed during Quarter 1.*
- *82.67% - CSPIN workshop attendees were very satisfied with their workshop trainer and content from the 1,784 surveyed during Quarter 1.*

Information Item 2
CSPIN Youth Update
Workforce Innovation and Opportunity Act

WIOA Youth Program Update							
Reporting Period: Quarter 1 PY 2019-2020				**Reporting Period: Year End PY 2018-2019**			
Performance Category	**PY 19-20**			**PY 18-19**			
	Planned	**Actual**	**% of Goal**	**Planned**	**Actual**	**% of Goal**
# Served	*600*	*235*	*39.2%*	*600*	*558*	*93.0%*
Credentials	*300*	*24*	*8%*	*300*	*158*	*52.7%*
Placements	*250*	*25*	*10%*	*250*	*276*	*110.4%*
Employment		*23*			*263*	
Military		*0*			*1*	
Post-Secondary		*2*			*12*	

Youth Placement: Q1: July to September 2019	
Total Placements YTD	23
Average Wage at Placement	$11.63

Tampa Bay YouthBuild Update

CareerSource was awarded a **YouthBuild grant** thru the DOL for $1.1 million in late October 2016. The grant award supports a 3-year period with years 1 and 2 with active training.

The 2016 YouthBuild is in follow up through February 2020 with staff assisting graduates in employment and reemployment as well continuing training in their chosen career path.

Goals for the Year 2 2017-2018 included increasing the number of seated youth from 23 in January to 37 by June 2018 which brings the total number of program enrollments to 71 or 101.4% of goal. Other program highlights grant-to-date are:

- 64 youth have received NCCER CORE Construction Certification
- 61 youth have received Green Environment LEED Craft Certification
- 32 youth have received a GED / High School Diploma.

Performance for the Tampa Bay YouthBuild Program 2016 grant is as follows through Quarter 4 or ending June 30, 2019:

YB Performance Measures - former	Goal	Actual Performance	Percent of Goal
Placement in Education & Employment	70 percent	63.9%	91.3%
Attainment of Degree/Certificate	75 percent	87.5%	116.7%
Literacy/Numeracy Gains	65 percent	88.4%	136%
Retention in Education & Employment	75 percent	80.8%	106.7%
Recidivism	➢ 20%	0%	100%

Baseline is being established for a large portion of the new YB WIOA measures and tracking is in place to assist with QA and reporting of these new measures. The WIOA indicators are as follows with performance thru Q4 included:

- Quarter 2 Entered Employment – 66% (PY2017); 67% (PY2018 thru Q4)
- Quarter 2 Median Earnings - $2,349.57 (PY2017); $2383.01 (PY2018 thru Q4)
- Measurable Skills Gains – 82% (PY2017); 42% (PY2018 thru Q4)
- Credential Attainment Rate at 1-Year Follow Up – 84.6% (PY2018 Q4)
- Quarter 4 Entered Employment – 64.1% (PY2018 Q4)

CareerSource was awarded another 2018 **YouthBuild grant** thru the DOL for $1.1 million in February 2019. The grant award supports a new 3-year period with years 1 and 2 with active training. Currently the new grant award is full outreach and recruitment having completed the initial 4-month planning period in May 2019. Staff has been going through training and program planning. Staff is also in process of moving to the new school location at the Clearview Adult Education center.

A modification request has been completed to the Department of Labor in three areas to update program needs since the proposal submission:

- School location change from the Science Center to the Clearview Adult Education center located in St Petersburg in the Lealman area.
- Addition of a new worksite partner, Habitat for Humanity of Pinellas due to some changes with the current worksite partners. The addition of Habitat will ensure solid inventory of available construction site training.
- Budget changes

Clearview Adult Education space:
Staff settled into the school's new home at Clearview Adult Education center in the Lealman area of St. Petersburg. The PCS allocated space is being renovated with the roof completed early September and now the classrooms are under renovation by the Pinellas County Schools. Program is targeted to start Mental Toughness or YB boot camp in August 2019. We are very thankful to the Pinellas County Schools and Clearview Adult Education Center under the supervision of Brenda Vlach, school administrator opening their center as the new YouthBuild school location.

TBYB held our first Mental Toughness from August 5th to August 16th. Our talent pool was at 38 applicants for Mental Toughness. We had a total of 25 youth come to Mental Toughness. Staff seated 13 who started program on August 19th. We are currently planning the next Mental Toughness and Seating in early November. The 2018 grant will target serving 35 students during year 1 (2019-2020) and another 35 youth in year 2 (2020-2021). Year 3 will follow up services.

Status of Enrollments – Caseload Report

Workforce Innovation and Opportunity Act

WIOA	No. of cases as of 09/30/17	No. of cases as of 12/31/17	No. of cases as of 3/31/18	No. of cases as of 06/30/18	No. of cases as of 09/30/18	No. of cases as of 12/31/18	No. of cases as of 03/31/19	No. of cases as of 06/30/19	No. of cases as of 09/30/19
Adult	818	746	817	755	593	585	584	572	478
Dislocated Worker	690	633	634	517	380	383	380	345	307
Youth	509	557	476	355	279	225	220	215	204
Total	**2,017**	**1,936**	**1,928**	**1,627**	**1,252**	**1,193**	**1,184**	**1,132**	**989**

Welfare Transition

WT	No. of cases as of 09/30/17	No. of cases as of 12/31/17	No. of cases as of 03/31/18	No. of cases as of 06/30/18	No. of cases as of 09/30/18	No. of cases as of 12/31/18	No. of cases as of 03/31/19	No. of cases as of 06/30/19	No. of cases as of 09/30/19
WT Applicant	645	678	575	597	547	486	474	475	913
WT Mandatory	330	247	270	274	302	262	198	224	247
WT Transitional	348	308	284	271	261	258	218	200	179
Total	**1,323**	**1,233**	**1,129**	**1,129**	**1,110**	**1,006**	**890**	**899**	**1,339**

*WT OSST Automation change in reporting of WT applicant caseload.

Supplemental Nutrition Assistance Program

SNAP	No. of cases as of 09/30/17	No. of cases as of 12/31/17	No. of cases as of 03/31/18	No. of cases as of 06/30/18	No. of cases as of 09/30/18	No. of cases as of 12/31/18	No. of cases as of 03/31/19	No. of cases as of 06/30/19	No. of cases as of 09/30/19
Career Counselor	499	420	315	254	220	235	226	205	186
Automation	594	674	355	410	368	611	311	403	633
Total	**1,093**	**1,094**	**670**	**664**	**588**	**846**	**537**	**608**	**819**

Information Item - Monthly Management Report (08/31/2019)

Welfare Transition (Results are for only those individuals determined by DCF to be work eligible and referred to the workforce board by DCF)

Welfare Entered Employment Rate	YTD R14 7/1/2018 – 06/30/2019	YTD R14 7/1/2019 – 08/31/2019	YTD STW 7/1/2019 – 08/31/2019
A. Welfare cases closed due to earned income/wages.	509	75	1,210
B. Welfare cases closed for all reasons (i.e., earned income, sanction, etc.).	1,267	184	3,690
Performance (A÷B)	**40.2%**	**40.8%**	**32.8**
Ranking	**5th**	**5th**	

Welfare Entered Employment Wage Rate			
A. Average hourly wage at job placement for welfare clients.	$11.57	$11.70	$11.37
B. Regionally adjusted federal low income guideline for family of 3.	$14.50	$14.87	$14.90
Performance (A÷B)	**79.8%**	**78.7%**	**76.3%**
Ranking	**2nd**	**4th**	

Welfare All Family Participation			
A. # of welfare families who are engaged in an allowable work activity.	968	161	2,261
B. # of families receiving welfare that have a work eligible adult.	2,020	327	6,412
Performance (A÷B)	**47.9%**	**49.2%**	**35.3%**
Ranking	**5th**	**3rd**	

Welfare Two-Parent Family Participation			
A. # of welfare families with 2 parents who are engaged in an allowable work activity.	39	7	141
B. # of welfare families with 2 parents that have an adult determined to be work eligible.	70	14	342
Performance (A÷B)	**55.7%**	**50.0%**	**41.2%**
Ranking	**5th**	**6th**	

Highlight indicates regional average higher than state average.

Supplemental Nutrition Assistance Program

SNAP Employment Rate (DEO report results published monthly showing SNAP placements)

A. SNAP ABAWDs who entered employment.
B. SNAP ABAWDs served in OSST.

	YTD R14 7/1/2018 – 06/30/2019	YTD R14 7/1/2019 – 08/31/2019	YTD STW 7/1/2019 – 08/31/2019
	419	54	476
	3,195	210	7,635
Performance (A÷B)	**13.1%**	**10.6%**	**6.2%**
Ranking	**2nd**	**5th**	

Highlight indicates regional average higher than state average.

Workforce Innovation & Opportunity Act (WIOA)

Adults and Dislocated Workers

	YTD R14 7/1/2018 – 06/30/2019	YTD R14 7/1/2019 – 08/31/2019	YTD STW 7/1/2019 – 08/31/2019
WIOA Adult Entered Employment Rate			
A. The # of adults enrolled in WIOA who earned a credential and were employed when their case was closed.	149	4	73
B. The # of unemployed adults enrolled in WIOA and whose case has been closed.	149	4	90
Performance (A÷B)	**100.0%**	**100.0%**	**81.1%**
Ranking	**1st**	**1st**	
WIOA Dislocated Worker Entered Employment Rate			
A. The # of dislocated workers enrolled in WIOA who are employed when their case was closed.	369	17	166
B. The # of dislocated workers enrolled in WIOA and whose case has been closed.	369	17	177
Performance (A÷B)	**100.0%**	**100.0%**	**93.8%**
Ranking	**1st**	**1st**	
WIOA Adult Employed Worker Outcome Rate – those who received training			
A. The # of adults enrolled in WIOA training services who received credential and were employed when their case was closed.	110	0	90
B. The # of employed adults enrolled in WIOA training services and whose case has been closed.	111	0	110
Performance (A÷B)	**99.1%**	**N/A**	**91.8%**
Ranking	**2nd**		90
WIOA Adult Wage Rate			
A. The average wage at job placement of those adults enrolled in WIOA.	$19.93	$22.90	$17.60
B. Regionally adjusted federal low income guideline for family of 3.	$14.50	$14.87	$14.90
Performance (A÷B)	**137.4%**	**154.0%**	**118.1%**
Ranking	**6th**	**2nd**	
WIOA Dislocated Worker Wage Rate			
A. The average wage at job placement of dislocated workers enrolled in WIOA.	$20.05	$31.08	$23.83
B. Regionally adjusted federal low income guideline for family of 3.	$14.50	$14.87	$14.90
Performance (A÷B)	**138.3%**	**209.0%**	**159.9%**
Ranking	**10th**	**1st**	

Highlight indicates regional average higher than state average.

Workforce Innovation and Opportunity Act (WIOA)

Youth

	YTD R14 7/1/2018 – 06/30/2019	YTD R14 7/1/2019 – 08/31/2019	YTD STW 7/1/2019 – 08/31/2019
WIOA In-School Youth Outcome Rate			
A. The # of youth who were enrolled in secondary school and had no high school diploma when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.	17	0	12
B. The # of youth who were enrolled in secondary school and had no high school diploma when enrolled in WIOA whose case has since been closed.	17	0	14
Performance (A÷B)	**100.0%**	**N/A**	**85.7%**
Ranking	**1st**		
WIOA Out-of-School Youth Outcome Rate			
A. The # of youth who were not enrolled in secondary school when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.	179	6	116
B. The # of youth who were not enrolled in secondary school when they enrolled in WIOA whose case has since been closed.	180	6	126
Performance (A÷B)	**99.4%**	**100.0%**	**92.1%**
Ranking	**9th**	**1st**	
WIOA Younger Youth (14-18 years old) Skill Attainment Rate (old WIA measure)			
A. The # WIOA younger youth goals that were attained during the month.	N/A	N/A	N/A
B. The # of younger youth goals to be attained at closure, goals not due, and basic skills deficient goals not set.	N/A	N/A	N/A
Performance (A÷B)	**N/A**	**N/A**	**N/A**
Ranking			
WIOA Younger Youth (14-18 years old) Positive Outcome Rate			
A. The # of younger youth with positive outcomes (entered employment, military, apprenticeship, post-secondary education or received a diploma.)	70	4	124
B. The # of younger youth whose case has since been closed.	70	4	127
Performance (A÷B)	**100.0%**	**100.0%**	**97.6%**
Ranking	**1st**	**1st**	

Highlight indicates regional average higher than state average.

Wagner-Peyser (WP)

WP Entered Employment Rate (for those unemployed at time of first service)	YTD R14 7/1/2018 – 06/30/2019	YTD R14 7/1/2019 – 08/31/2019	YTD STW 7/1/2019 – 08/31/2019
A. The # of individuals identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service.	6,020	674	9,846
B. The # of job seekers who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.	15,228	1,483	23,899
Performance (A÷B)	**39.5%**	**45.4%**	**41.2%**
Ranking	**12th**	**8th**	

WP Entered Employment Rate (for those already employed at time of first service)			
A. The # of individuals employed when they first received a service that are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.	922	101	1,795
B. The # of job seekers who have not received a WP reportable service in 90 days and were employed when they first started receiving services.	2,228	216	4,788
Performance (A÷B)	**41.4%**	**46.8%**	**37.5%**
Ranking	**6th**	**2nd**	

Short Term Veterans Entered Employment Rate			
A. The # of veterans who were unemployed when they first received a service who are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.	435	67	727
B. The # of veterans who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.	1,143	163	1,911
Performance (A÷B)	**38.1%**	**41.1%**	**38.0%**
Ranking	**14th**	**6th**	

WP Job Placement Wage Rate			
A. The average wage of job openings' placements.	$13.22	$12.96	$11.86
B. Regionally adjusted federal low income guideline for family of 3.	$14.50	$14.87	$14.90
Performance (A÷B)	**91.2%**	**87.2%**	**79.6%**
Ranking	**8th**	**14th**	

Highlight indicates regional average higher than state average.

2018 – 2019 Florida Workforce Measures

WIOA Primary Performance Indicators have just been released by the Department of Economic Opportunity (DEO) for all Local Workforce Development Areas (LWDAs) for PY2018-2019 thru Quarter 4 or thru June 30th, 2019 under WIOA Reporting standards.

CareerSource Pinellas is exceeding 12 indicators (over 100% of goal) and meeting two indicators (over 90%) as published by the DEO thru Quarter 4 PY2018-2019. There are a total of 14 Primary Performance indicators with Measurable Skills gains not reported to date.

For Program Year 2018-2019, DEO and all Local Workforce Boards have completed negotiations Goals for the next two program years, PY2018-2019 and PY2019-2020 are also included below.

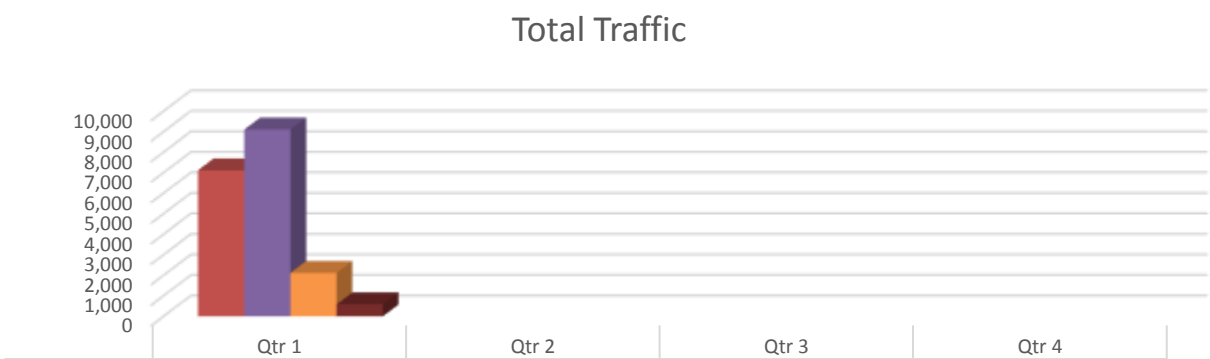
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Measures	PY2018-2019 4th Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q4	PY 2018-2019 Performance Goals
Adults:			
Employed 2nd Qtr After Exit	94.70	106.40	**89.00**
Median Wage 2nd Qtr After Exit	$10,769	157.21	**$6,850**
Employed 4th Qtr After Exit	90.50	106.47	**85.00**
Credential Attainment Rate	97.90	157.90	**62.00**
Dislocated Workers:			
Employed 2nd Qtr After Exit	92.10	102.33	**90.00**
Median Wage 2nd Qtr After Exit	$7,994	116.70	**$6,850**
Employed 4th Qtr After Exit	86.90	102.24	**85.00**
Credential Attainment Rate	85.10	125.15	**68.00**
Youth:			
Employed 2nd Qtr After Exit	86.20	102.62	**84.00**
Employed 4th Qtr After Exit	78.40	99.24	**79.00**
Credential Attainment Rate	87.80	102.09	**86.00**
Wagner Peyser:			
Employed 2nd Qtr After Exit	64.70	98.03	**66.00**
Median Wage 2nd Qtr After Exit	$6,435	132.68	**$4,850**
Employed 4th Qtr After Exit	68.50	107.03	**64.00**

Proposed Goals for upcoming Program Years:

WIOA Measures	Negotiated PY 2018-2019 Statewide	Negotiated PY 2019-2020 Statewide
Adults:		
Employment Rate (2nd Qtr after Exit)	85.0%	85.2%
Employment Rate (4th Qtr after Exit)	82.5%	83.0%
Median Earnings (2nd Qtr after Exit)	$6,850	$6,850
Credential Attainment Rate	62.0%	65.0%
Dislocated Workers:		
Employment Rate (2nd Qtr after Exit)	83.0%	83.0%
Employment Rate (4th Qtr after Exit)	79.0%	79.0%
Median Earnings (2nd Qtr after Exit)	$6,850	$6,850
Credential Attainment Rate	68.0%	68.0%
Youth:		
Employment Rate (2nd Qtr after Exit)	75.0%	75.5%
Employment Rate (4th Qtr after Exit)	69.0%	69.0%
Credential Attainment Rate	75.2%	75.5%
Wagner-Peyser:		
Employment Rate (2nd Qtr after Exit)	62.0%	62.0%
Employment Rate (4th Qtr after Exit)	64.0%	64.2%
Median Earnings (2nd Qtr after Exit)	$4,850	$4,850

Center Traffic Flow



	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Gulf to Bay	7,122			
St Petersburg	9,109			
Tyrone	2,114			
Tarpon	583			

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Gulf to Bay	2,766			
St Petersburg	3,167			
Tyrone	835			
Tarpon	242			

Last program year total traffic by location (PY July 1, 2018 – June 30, 2019) thru Quarter 1 September 2018:
Gulf to Bay – 6,582 St. Petersburg – 9,477 Tarpon Springs – 665 Tyrone – 4,646 YTD – 21,370

Current program year total traffic by location (PY July 1, 2019 – June 30, 2020) thru Quarter 1 September 2019:
Gulf to Bay – 7,122 St. Petersburg – 9,109 Tarpon Springs –583 Tyrone – 2,114 YTD – 18,928

Highlights:

- Traffic in Quarter 1 PY19-20 dropped 12.9% in comparison to Quarter 1 for PY2018-2019. Quarter 1 saw a 7.2% increase over the previous quarter, Quarter 4, Apr to Jun 2019. Unemployment remains at an all-time low at 3.3/3.4%.
- During Quarter 1, the South County center continues to be the most visited center across Pinellas with 48.1% of overall visitor traffic. Gulf to Bay center is second at 37.6% and the Tyrone center was 3rd at 11.2% of CSPIN traffic.

Website Traffic Flow

CareerSource Pinellas utilizes a range of tools and tactics to help raise awareness and encourage use of services and programs. Our public outreach strategy includes a strong emphasis on digital sources, such as Facebook, LinkedIn and Twitter, as well as limited print advertising. Each message is designed to reach customers and potential customers in order to educate them on ways to connect with employment opportunities and training assistance. Each message encourages viewers to visit www.careersourcepinellas.com to access additional information on services and resources.

Website Traffic

Timeframe	# of People Visited Site	# of Visits	Page views	Returning Visitors	New Visitors
07/01/2019 – 09/30/2019	18,682	29,358	72,120	25.6%	74.4%

Social Media Traffic

Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/2019 – 09/30/2019	9	151	226	17,606	563,300

Information Item 4

Internal Program Monitoring

As a recipient of federal awards, CareerSource Pinellas is responsible for administering the awards in accordance with applicable laws, regulations, provisions and policies. Programmatic, administrative and fiscal monitoring is conducted to ensure the organization is fulfilling those requirements.

CareerSource Pinellas FY 19-20 Monitoring Schedule					
Schedule	**Review Period**	**Program**	**Assigned Reviewer**	**Summary of Review**	**Results**
July 2019	Current Inventory	Supportive Services	Finance	A sample of cards to ensure balance is intact and on site review of internal controls	No Findings
July 2019	Current Inventory	Supportive Services	DEO	Review of 100% of cards to ensure balance is intact	No Findings
August 2019	July & August 2019	Supportive Services	MIS Lead	Desk Guide Process	No Findings
September 2019	July 2018-June 2019	Fiscal and SNAP, WTP, TAA, YouthBuild	Independent Audit completed by Powell & Jones	Review of Fiscal Statements/ Transactions and 10 files of each listed program	Results Report Pending
November 2019	September & October 2019	Supportive Services	MIS Lead	Desk Guide Process	
October - December 2019	Current Inventory	Supportive Services	Finance	A sample of cards to ensure balance is intact and on site review of internal controls	
December 2019	January 2019-November 2019	All Programs; WTP, SNAP, WP, WIOA, TAA, RESEA, MSFW, Special Projects & Credentialing	One Stop Operator	A sample of cases from each program reviewed using the DEO tool	
January 2020	November & December 2019	Supportive Services	MIS Lead	Desk Guide Process	
March 2020	January & February 2020	Supportive Services	MIS Lead	Desk Guide Process	
January - April 2020	Current Inventory	Supportive Services	Finance	A sample of cards to ensure balance is intact and on site review of internal controls	
May 2020	March 2019 - April 2020	All Programs; WTP, SNAP, WP, WIOA, TAA, RESEA, MSFW, Special Projects & Credentialing	DEO	A sample of cases from each program reviewed using the DEO tool	
May 2020	May 2019 - April 2020	All Programs; WTP, SNAP, WP, WIOA, TAA, RESEA, MSFW, Special Projects & Credentialing	One Stop Operator	A sample of cases from each program reviewed using the DEO tool	
May 2020	March - April 2020	Supportive Services	MIS Lead	Desk Guide Process	

Informational Item 5 - One Stop Operator Update 10/24/2019

Below is a summary of work completed under the One Stop Operator Contract since the last One Stop Committee Meeting:

1. Maintain Linkages
    a. Access to Partner Portal provided by CTS and populating partner pages began.
    b. Plan to launch to partners at 10/24/19 Partner Meeting

2. Coordinate Quarterly Meetings
    a. Partner meeting held on 8/22/2019 with 7 partners and 11 attendees. Minutes and handouts distributed to members.

3. Memoranda of Understanding
    a. No work completed.

4. Universal Design/Barriers to Employment
    a. Center visits conducted on 10/15 to assess changes in service delivery.

5. Strategic Plan
    a. Attended CSPIN Board Meeting on 9/18/2019 to provide update on One Stop Operator deliverables.

6. Customer Satisfaction Initiatives
    a. Provided monthly analysis of CSPIN customer service and employability skills training surveys for August and September
    b. Extreme Customer Service Transformation course developed and awaiting deployment to staff.

7. Internal Monitoring
    a. No work completed.

Information Item 6

Background

The Work Number now under New Relic at Carahsoft is an online service supported by Equifax. Agencies such the Department of Children and Families, Social Security Administration, multiple Local Workforce boards and other social service agencies use The Work Number for verification of employment. The Work Number allows these agencies immediate verification that is updated at every new pay period.

Use of the Work Number allows CSPIN staff:

- Obtain verified employment information from employers who will not complete an employer verification form or verify employment information over the phone
- Determine Program eligibility timely
- Determine and Issue services in more timely manner
- Provides clear and exact information for audit trails

From November 2018 thru July 2019 CareerSource Pinellas completed 2555 employment searches and obtained 457 verifications of employment or employment hours.

Contract and Invoice Details	
Due date	November 3, 2019
Billing	$1,775 per month
Total Cost	$21,300
Duration	1 year
Allotment	Unlimited searches; 1500 verifications